

# Highlights and Achievements from 2012/13

## Summary Annual Report and Accounts



Your Care  
Our Concern



# Chairman and Chief Executive's Foreword

**2012/13 has been another successful year for the Calderdale and Huddersfield NHS Foundation Trust. We achieved all the major healthcare targets including the hugely important areas such as A&E waits, cancer treatment waiting times, infection prevention and control and dementia care.**

Yet, as you can read here, there is no room for complacency and new ways of working and new initiatives are continually underway to improve still further. Central to everything we do is our commitment to Your Care being Our Concern and delivering the care we would want for ourselves and our families.

February 2013 was hugely significant as this was the month when the Francis Report into events at Mid-Staffordshire Hospitals Foundation Trust was published. Our Trust – as all others in the country – had to take in all the recommendations, hold a mirror up to ourselves and decide where changes may be needed to ensure the care we deliver remains both of a high quality and safe for our patients.

Creating the right environment to deliver that care is very important and this year saw the start of the Acre Mills project, turning a historic mill across from Huddersfield Royal Infirmary into a first-class care facility which is set to be open by Autumn next year.

In the last year we have also moved into new premises in Halifax, into the Broad Street Plaza development, where we will be delivering healthcare in the heart of the town for many years into the future.

Undoubtedly, there will still be more changes to come. Yet whatever they are, you can rest assured that patient safety, quality care and patient experience remain unquestionably, our top priorities.

The NHS is going through huge transition and to ensure we continue to deliver for our patients, we have to thank our 6,000 staff and volunteers, patients and their families for their continuing support during 2012/13 and into the future.



**Andrew Haigh**  
Chairman



**Owen Williams**  
Chief Executive



# Coming up...

# The Year Ahead

**2012/13 was a year of achievement and highlights in all areas across the Trust. Yet here, at this Trust, we are constantly striving to improve still further so the experience of our patients gets better and better.**

So here's a look ahead to some of our plans for 2013/14:

- We are aiming to be able to deliver consultant-led services 7 days a week and are redesigning our workforce to provide accessible healthcare which will ensure patient safety at all times, including evenings and weekends
- We are also going to be providing more outreach services in the community as this is an increasing area of healthcare and will continue to be so
- This Trust believes we can help people with long-term conditions to provide self-care and have several pilots underway which will be rolled out into other areas this year
- New technology has a vital role if we are to improve and to this end we are building our electronic ability, so that on receiving consent from our patients we can share records across care organisations to ensure seamless care
- We have an on-going clinically-led programme of innovation which will focus on new clinical practices and integration across primary and secondary care e.g. tele-health, more day case surgery is underway this year
- We are working hard to improve the way we communicate with our patients and their families. Good patient information is important as it can give patients confidence, so their overall experience as a patient is improved, and allows people to make informed decisions
- We aim to provide information material which is clear, concise, relevant, accurate and seek to remove communication barriers for people
- We will continue working with our healthcare partners in 2012/13 upon a strategic review focusing on better lives, improving health and working together for effective support. We want to improve the health, wellbeing and safety of all our communities by supporting people to be independent and to deliver the right care, in the right place at the right time



*The team at Home Street Health Centre, Halifax*



# A Year of Achievements in Brief

- Our stroke teams received accreditation – a mark of the all-round excellent acute care and rehabilitation which is centred at CRH
- The Trust's breast care nurses won £1,000 in the Best Patient Support Initiative category in the first Breast Cancer Care Nursing Network awards
- More than 400 men and women have undergone a percutaneous coronary intervention (PCI) angioplasty – where mini-balloons are used to open up blocked arteries – at CRH since this service was started in 2011 saving the need to travel to Leeds for the procedure
- The Trust created a multi-million MRI and CT scanning suite at HRI to add to the scanners at CRH
- The Calderdale School Nursing Team supported the Reducing Teenage Pregnancy (RTC) by circulating posters, leaflets and offering help and advice
- We were delighted when two young service users Maisie Abell and Saul Taylor



*Our stroke teams*

opened our state-of-the-art health suite at the new Broad Street Plaza in Halifax

- Our first consultant specialising in paediatric emergency medicine – Dr Maya Naravi – was appointed
- We opened a new blood-testing service at HRI aimed at improving patients' experience
- The first patient to undergo an emergency abdominal aortic aneurysm surgery at HRI was cared for by our vascular teams and radiographers



*Maisie and Saul and their families at the opening of our services at Broad Street Plaza*

- More couples are becoming parents after the best ever year for our assisted conception unit which now has a conception rate of 38% - its best ever
- Ward 19 at HRI – an orthopaedic ward – underwent a major rebuild and refurbishment as part of a multi-million pound programme of investment

# A Year of Achievements in Brief



LEFT: District nurses in Todmorden. RIGHT: Baby James with mum Jennie-Lee Jack, who was the 3,001st baby born at the Birth Centre in Huddersfield

- District nurses in Todmorden were given a special thank you for the care given to a patient and presented with equipment worth almost £2,000
- The 3,000th baby was born at the Birth Centre in Huddersfield, which celebrated its 5th birthday in March 2013
- A new pharmacy opened at HRI as a joint venture with our partners at the Co-operative Pharmacy
- We cared for 119,000 inpatients, 414,000 outpatients and 141,000 patients in our two A&E departments. From April 2012 to March 2013 185,000 adult service and 90,000 children service contacts were provided by our community teams



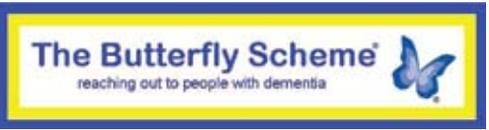
# Best dementia care thanks to Butterfly Scheme

**The Trust has this year signed up to the national 'Call to Action' for improving care of people with dementia in hospital.**

In December 2012 our first dementia-friendly ward was opened and plans are in progress to refurbish and upgrade all wards and departments to these standards.

The Trust's dementia pathway includes screening for all patients aged 65 and over for any evidence of confusion when admitted to hospital. If confusion is identified the patient may be referred to mental health services for a more comprehensive assessment to identify the cause.

The Butterfly Scheme is a care pathway that helps all staff to communicate with, and care for, people with dementia to meet their individual needs. Involvement of families and carers is central to this as staff need to be aware of the personal preferences and characteristics of each



individual patient. A blue butterfly symbol is used for people with a confirmed diagnosis of dementia and once opted in to the scheme this will be activated on each hospital stay. Staff can now use a white butterfly for people who are confused due to other causes.

The Trust has more than 100 Vulnerable Adult Champions who have received extensive dementia training and work across wards and departments promoting excellent dementia care. They are supported by senior nurses, including mental health nurses and a dementia matron provides expert help for patients, relatives and carers.

Providing a high standard of care for people with dementia in Calderdale and Huddersfield is a high priority and is constantly monitored.

The Trust is also working closely with our community and local authority colleagues to ensure that people with dementia are only admitted to hospital when absolutely necessary and to improve our pathway to facilitate timely and safe discharge wherever possible back to the home environment.

*Nurse Consultant for Older People Barbara Schofield (right), with the Butterfly Scheme founder Barbara Hodgkinson*



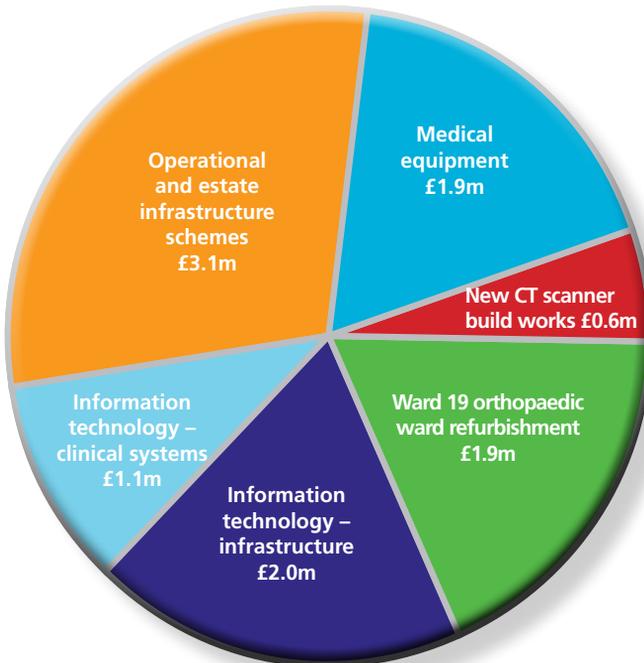
# Financial Performance

**The Trust closed the year with a healthy cash balance of £33m and an operating surplus of £3.8m, £0.8m ahead of plan. The Trust continued to work closely with its main commissioners and was able to deliver successfully against all of its financial targets.**

One of the key factors underpinning this financial performance was the delivery of a challenging cost improvement programme. During 2012/13 the Trust delivered savings of £14m which was achieved through concerted management action driven through the Trust's clinical divisions and corporate strategic planning.

The Trust invested £10.6m within the capital programme and will utilise the cash balance in supporting future trading and capital investments.

The Trust capital investment for the year is shown within the pie chart below:



The Trust has its performance measured against our regulator Monitor's performance measures, which both determine the Monitor Risk Rating and are used by the Board of Directors to oversee the overall financial performance.

The risk rating is on a scale of 1 to 5, with 5 being the strongest rating and 1 being the weakest. The plan agreed with Monitor at the start of the year was for the Trust to achieve a risk rating of 3, which we have exceeded, reporting a year-end financial risk rating of 4. This rating indicates that there are no concerns of a financial breach of our terms of authorisation as a NHS Foundation Trust.



The reason our Trust was able to deliver on all the major health targets in 2012/13 was thanks to a huge team effort from our staff in all areas. Here's a quick look – in pictures – at some of our staff highlights this past year, both in and out of work.



**LEFT:** *Sharing good practice - Our staff went to Romania to help colleagues and took with them a simple guide to infection control and prevention.*

**RIGHT:** *What a relief! Typist Lauren Moss, left and medical secretary Emma Evans went to work in deelyboppers to celebrate Comic relief*



**BELOW:** *So cold, so bold – back in the big freeze caterers Sharon Rodgers, left and Bev Nicholson, walked for five hours to get to HRI to serve meals*



**BELOW:** *Em-pressive – Emma Bamforth from the Child Development Unit at CRH raised £3,000 for charity with a walk of 54 miles in 24 hours in Scotland*



**ABOVE:** *November – Theatres staff at HRI joined staff right across the Trust for a “tacetastic” effort to raise funds into research into men’s cancers.*



## *You can help us make things special*

Our charity, the Calderdale and Huddersfield NHS Foundation Trust Charitable Funds, enables us to provide the special, extra touches to enhance the care for our patients.

We regularly receive sums of money from legacies and in the form of donations from patients and their families.

If you may be interested in making a donation – to a specific ward or area or to the Trust as a whole - please contact the Charitable Funds Team on 01484 355468 for advice or for a leaflet.

*Thank-you very much for your support.*

The Charity is the independent registered charity (no. 1103694) linked to the Trust and is now registered with both JustGiving and Virgin Money Giving.

Calderdale and Huddersfield **NHS**

NHS Foundation Trust